

INDIANA DEPARTMENT OF EDUCATION SUPPLEMENTAL EDUCATIONAL SERVICES

2007-2008 COMPLIANCE AND ON-SITE MONITORING REPORT FOR:

Educate Online

DOCUMENT ANALYSIS		OBSERVATION		COMPLIANCE	
Tutor Qualifications	<i>Unsatisfactory</i>	Lesson matches original description	<i>3 Meets Standards</i>	Criminal Background Checks	<i>Non compliance</i>
Recruiting Materials	<i>Satisfactory</i>	Instruction is clear	<i>3 Meets Standards</i>	Health/safety laws & regulations	<i>In Compliance</i>
Academic Program	<i>Satisfactory</i>	Time on task is appropriate	<i>3 Meets Standards</i>	Financial viability	<i>In Compliance</i>
Progress Reporting	<i>Unsatisfactory</i>	Instructor is appropriately knowledgeable	<i>3 Meets Standards</i>		
Assessment and Individual Program Design	<i>Satisfactory</i>	Student/instructor ratio: 1:1	<i>3 Meets Standards</i>		

Due to violations of IDOE's criminal history check policy, Educate Online has been placed in technical/compliance corrective action for the 2008-2009 school year. As such, Educate Online has been required to implement corrective actions to address all areas of concern.

On-site Monitoring Visit Rubric DOCUMENT ANALYSIS Components

NAME OF PROVIDER: Educate Online
REVIEWER: S.T.

DATE DOCUMENTATION RECEIVED: March 7, 2008

Providers are required to submit documentation for each component during the site visit. If documentation is not available on-site, the director or head of the provider's organization, the site director, or another authorized representative will be required to submit documentation to the IDOE within seven (7) calendar days of site visit completion. **Failure to submit evidence could result in removal from the approved provider list.** Providers will be given an Unsatisfactory or Satisfactory for each component. Providers receiving an Unsatisfactory for any component may be required to address deficiencies within 7 calendar days of receiving their final report.

COMPONENT	DOCUMENTATION NEEDED	DOCUMENTATION SUBMITTED (IDOE use only)	UNSATISFACTORY	SATISFACTORY	COMMENTS
Tutor qualifications	BOTH of the following: -Tutor resumes/applications (<u>all tutors</u>) -Documentation of professional development opportunities in which tutors have participated (i.e. sign-sheets, agendas, presentations, certificates of completion, etc.) <i>In addition to:</i> ONE of the following: -Tutor evaluations (<u>all tutors</u>) -Recruiting policy for tutors (<u>one copy</u>) -Sample tutor contract (<u>one copy</u>)	-Tutor resumes/applications -Tutor recruiting policy -Training packets -Documentation of professional development attendance	X		-Tutor recruitment policy is in line with provider application; -While many tutors met Educate Online's tutor qualifications (certified teachers with at least 2 years of classroom teaching experience), six tutors did not meet the provider's tutor qualifications. In addition, Educate Online did not have documentation to verify whether an additional 4 tutors met or did not meet their tutor qualifications (the provider stated it was unable to find the appropriate documentation verifying these individuals met both tutor qualifications); -Professional development trainings are in line with description in provider's application. Documentation tutors completed provider's training program was submitted.
Recruiting materials	TWO of the following: -Advertising or recruitment fliers -Incentives policy -Program description for parents	-Recruitment brochures -Program description		X	-Brochures are in line with provider application; -Program description is appropriate and matches provider's original application.

COMPONENT	DOCUMENTATION NEEDED	DOCUMENTATION SUBMITTED (IDOE use only)	UNSATISFACTORY	SATISFACTORY	COMMENTS
Academic Program	<p>ONE of the following:</p> <ul style="list-style-type: none"> -Lesson plan(s) for the observed tutoring session(s) and for each subject in which provider tutors <p><i>In addition to:</i></p> <p>ONE of the following:</p> <ul style="list-style-type: none"> -Specific connections to Indiana standards (cite exact IN standard to which lesson connects) -Description of connections to curriculum of EACH district the provider works with. 	<ul style="list-style-type: none"> - Lesson plan summaries - Description of connection to Indiana Academic Standards 		X	<ul style="list-style-type: none"> -As described in the application and observed during the monitoring visit, submitted lessons included guided practice with assistance from tutor followed by independent practice to assess the student's knowledge acquisition; -Submitted lessons connect to Indiana Academic Standards.
Progress Reporting	<p>ALL of the following:</p> <ul style="list-style-type: none"> -Progress reports (see IDOE e-mail for details regarding the request for progress reports) -Timeline for sending progress reports -Documentation of reports sent 	<ul style="list-style-type: none"> -Progress reports -Progress report timeline -SES Contracts -SES Agreements 	X		<ul style="list-style-type: none"> -According to district reports, provider submits progress reports in accordance to the timeframe agreed to in SES Contracts; -Although progress reports list skills students have mastered (student strengths) and current and upcoming skills to be worked on (areas in need of improvement), progress reports do not include all of the required items as per the notice sent to all SES providers in December 2007. Specifically, the following information is missing from progress reports: List of goals from Student Learning Plan/SES Agreement, specific information regarding how the student is improving his/her academic achievement, assessment results, and a statement regarding the process parents can follow to submit recommendations for changes. <i>Revised progress report was submitted.</i>

COMPONENT	DOCUMENTATION NEEDED	DOCUMENTATION SUBMITTED (IDOE use only)	UNSATISFACTORY	SATISFACTORY	COMMENTS
Assessment and Individual Program Design	<p>ALL of the following:</p> <ul style="list-style-type: none"> -Explanation of the process provider uses to develop Individual learning plans for each student - Pre-assessment scores and Individual learning plan for at least one student in each subject provider tutors (any identifying information for the student(s) must be blanked out) -Explanation and evidence regarding how provider's pre and post-test assessment correlates to Indiana academic standards. 	<ul style="list-style-type: none"> -Explanation of Individual learning plan development -Student Learning plans and Assessment scores -Evidence of assessment's correlation to Indiana Academic Standards 		X	<ul style="list-style-type: none"> -Description of learning plan development is appropriate. Learning plans appropriately share achievement goals based on skill gaps identified from pre-assessments and also provide descriptions of the services planned to assist students with achieving learning goals; -Evidence of assessment's connection to Indiana Academic Standards was submitted.

On-site Monitoring Rubric OBSERVATION Components

NAME OF PROVIDER: Educate Online

SITE: Reviewer observed online tutoring session as it occurred online

TUTOR'S INITIALS (ALL TUTORS OBSERVED): J.A.

NUMBER OF LESSONS OBSERVED: 1

DATE: February 26, 2008

REVIEWER: S.T.

TIME OF OBSERVATION: 3:00 p.m.

During the site visit, IDOE personnel will visit several tutoring sessions to observe lessons being provided. IDOE reviewers will be looking to see that actual tutoring matches lesson plan descriptions that are provided in requested documents, as well as those that were provided in the original provider application; that tutors and students are spending an appropriate amount of time on task; that instruction is clear and understandable; and that instructors seem knowledgeable about lesson content.

Each provider will receive a score of 1-4 points for each component. Providers receiving “1 or 2 points” on any component may be required to address deficiencies within 7 calendar days of receiving their final report. Failure to address deficiencies may result in removal from the state approved list.

COMPONENT	1 Below Standard	2 Approaching Standard	3 Meeting Standard	4 Exceeding Standard	REVIEWER COMMENTS
Lesson matches original description in provider application			X		-Reviewer observed one tutor (online) working with a student. The student worked on a Language Arts lesson that began with warm up exercises on antonyms and homographs. Before beginning the exercises, the tutor encouraged the student to read the description of antonyms and homographs along with examples. The warm up exercises consisted of fill in the blank sentences for which the student had to select the appropriate word (first antonyms then homographs) to fit in the sentence using context clues before and after the blank. Once the student was finished with each exercise, the tutor reviewed his/her work (putting a thumbs up picture next to correctly answered questions) and then went over the questions the student missed in more detail; -Observed lesson matched description in provider's original application.
Instruction is clear			X		-Tutor adequately communicated to the student what was to be learned; -When tutor discovered the student provided an incorrect response to a question, the tutor underlined phrases or words to emphasize points and concepts in order to help the student understand why his/her response was incorrect; -Tutor appropriately utilized methods of adjusted instruction or modified correction when necessary.
Time on task is appropriate			X		-Student appeared to be engaged with lesson as he/she completed each task timely; -Student answered tutor's questions appropriately with no response delays.

COMPONENT	1 Below Standard	2 Approaching Standard	3 Meeting Standard	4 Exceeding Standard	REVIEWER COMMENTS
Instructor is appropriately knowledgeable			X		-Tutor demonstrated appropriate knowledge of material being presented; - Tutor effectively used tutoring strategies and techniques that kept the student engaged and also assisted the student in understanding the reasons he/she had missed questions during the practice exercises.
Student/instructor ratio: 1:1			X		-Application describes ratio as 3-1:1. Ratio observed was 1:1 which is in line with description in original application.

On-site Monitoring Visit Rubric COMPLIANCE Components

NAME OF PROVIDER: Educate Online
REVIEWER: S.T.

DATE DOCUMENTATION RECEIVED: March 7, 2008

The following information is rated “Compliance” (C) or “Non-Compliance” (N-C). Selected documentation listed for each component must be submitted as part of the site visit monitoring. If documentation is not available on-site, the director or head of the provider’s organization, the site director, or another authorized representative will be required to submit documentation to the IDOE within seven (7) calendar days of site visit completion. **Failure to submit evidence could result in removal from the approved provider list.**

If a provider is deemed to be in non-compliance with any component for which evidence has been requested, the provider may be contacted and may be required to develop and submit a corrective action plan for getting into compliance within 7 calendar days. If the corrective action plan is not submitted, if the corrective action plan is inappropriate or insufficient, or if the corrective action plan is not implemented, the provider may be removed from the state-approved list.

COMPONENT	REQUIRED DOCUMENTATION	DOCUMENTATION SUBMITTED (IDOE USE ONLY)	C	N-C
Criminal background checks	ALL of the following: -Criminal background checks from an appropriate source for every tutor and any other employees working directly with children.	-Background checks -Several background checks were submitted with the incorrect spelling of tutor’s names; One background check submitted was not in compliance with the acceptable background check timeframe required by IDOE; Two background checks were not completed prior to tutors working with students; Two background checks on tutors were not submitted; Two tutors did not have criminal background checks completed.		X
Health and safety laws and regulations	ONE of the following: -Student release policy(ies) <i>In addition to:</i> ONE of the following: -Safety plans and/or records -Department of Health documentation of physical plant safety (if operating at a site other than a school) -Evacuation plans/policies (e.g., in case of fire, tornado, etc.) -Transportation policies (as applicable)	-Online safety policy	X	
Financial viability	ONE of the following: -Documentation of liability insurance coverage <i>In addition to:</i> ONE of the following: -Audited financial statements -Tax return for the past two years	-Verification of liability insurance -Submission of Tax Return	X	

